

**PUBLIC HEARINGS ON
THE REDESIGN OF THE HUMAN SERVICES DELIVERY SYSTEM**

THURSDAY, DECEMBER 11, 2008

2:00 p.m.

PARKER CENTER

and

MONDAY, DECEMBER 15, 2008

10:00 a.m.

PACOIMA YOUTH AND FAMILY CENTER

At the Community Action Board (CAB) meeting held Thursday, December 11, 2008, Manny Chavez, Director of the Human Services and Family Development (HSFD) Division of the Community Development Department (CDD), presented an overview of a planned redesign of the Human Services Delivery System.

After the presentation and CAB meeting, the CDD hosted the first of two Public Hearings about the proposed redesign. Mr. Chavez indicated that the public comments from both public hearings will be posted, as well as any questions, and to the extent possible, CDD will provide a response. But because the redesign is a work in progress, the CDD may not have an immediate response to all the questions. The intent of the public hearings is to collect comments from the public to inform the redesign.

Public Comments

1. Veronica McDonald, CCNP, commended the CAB and the Department on taking on the initiative to improve and update the delivery system. Ms. McDonald stated that the WorkSource Centers have been successful and that her agency is part of a center that has a Family Development Network and is a One Source Center and we do see the benefit in how we can assist families and have more meaningful outcomes. She believes that it is a wonderful idea to have this Citywide. One of her concerns is the single adult [without children age 16 and below] and counseling services that would require more than one contact and what happens to those single individuals who are low income or very impoverished and need these counseling sessions? [The redesigned system proposes to focus longer-term, more intensive services for parents / guardians and their children ages 16 and below].
2. Hector Hernandez of Catholic Charities voiced his concerns that this new restructure would eliminate small programs and also take away the community type of flavor of the programs. "When you require a 7,000 square foot building, what you do is take away access within neighborhoods

because now they will have to go to a large center. You will eliminate families that need only one service or at least it appears to be only one service. For example, I have a community center called El Santo Nino that is near Trade Tech College and what we offer there through the NAP program is a school readiness program that helps persons with small children get them ready for kindergarten. We also have an ESL program that is run through the L.A. Unified School District with Jefferson High School. If you are going to put ESL into the 7,000 square foot building you are basically telling us that yes, we can run our program at our center, but is duplicating what you want done at the bigger building, and I don't think that it will work."

3. Rosie Jackson of Hurting and Hungry explained her program and how it works with providing food to people in the neighborhood. She questioned how her program would be able to work with a new Family Development Center. It would not be manageable to put all the people her program serves into one of the 15 sites that CDD proposes to have. She said that her program has a line that goes way down the street – are these centers able to handle the large number of people and how would the center help all these people?
4. Keith Miller of Westside Center For Independent Living stated that the clients they serve see more than one person, they see a team of people. Their clients see people for counseling, health care, and benefits. If we are looking at one site, there is no way to have all these different people specializing in all these services to help that client who comes into our doors. We are very community based and that's what the community likes.
5. Amy Phillips stated the City of Los Angeles is home to so many different Asian Pacific Islander communities with 10-15% spread throughout the city. Although there are large pockets like Chinatown or Koreatown, our population is very spread out with various languages and social backgrounds that are part of that culture. They need agencies that are specialized in serving them. Her concern is that with the new Centers how can these different populations get the services that they need? Will there be a citywide approach to incorporate all these various cultures? The needs of the limited English-speaking clients need to be addressed.
6. Crystal Cox stated that with the changes there would not be a center even close to her neighborhood. She asked how does CDD HSFJ propose that people can get to these centers, or how can these centers be more centralized?

[Ms. Cox referenced the map provided and the blue circles on the map. CDD explained that the blue circles on the map are current city- managed Youth and Family Centers and they will become Family Development Portals

in the proposed redesign. The map shows geographic areas, in heavy black outline, where the CDD proposes to locate Family Development Centers in the future.] Ms. Cox asked if one of those areas would be Van Nuys. The CDD clarified that Van Nuys is in one of the areas proposed to get a FDC.

7. Raul Estrada, from El Centro de Ayuda, stated that, first of all, he believes that there are thousands of questions that everybody has, and he knows that resources are shrinking yet we manage the services as well as we can, especially during these harder economic times.

One of his questions is that we know that the economic shape of the community has changed dramatically in different areas and that this information that is being used is based on the census and that last census was 2000; and the next will be 2010. His point is that it is always been important that we do create seamless services and I know that CDD has been trying to connect the dots between the Family Development Networks, the WorkSource and Onestops, and even the Bridges programs and we all need to work in collaboration. It is about complimenting each other and not replicating services.

One of his concerns is that people tend to access services close to where they live and depending on where that site is we really look at how we can best serve the larger community as a whole. He thinks that there are benefits and that there is a lot of work that went into this [proposed redesign] and that you are trying to maximize the services provided. Somewhere in the mix, can we keep in mind that we need to make sure and not to lose sight that people need these locations to be accessible, and in a familiar area and access those services in those sites.

8. Renae Garret, a member of the CAB, thanked CDD and stated that what CDD is doing is great. Renae stated that the One Stop Center in the Valley during the earthquake disaster proved to be very effective and a lot of accountability especially with the disaster centers. With best practices, we would have accountability. She believes that any of the agencies that participate in these centers will have to provide track records and the accountability of the services provided and whether or not within their agencies that they have an outcome that can be identified and should use best practices.
9. Karen Wade, of Foundations for Successful Solutions, asked what the distinction is between the Family Development Centers and the Family Development Center Portals; and asked for a little more detail on the role of the portals in the system.

10. Connie Watson, from People Who Care Youth Center, expressed concern about access to some of the services. The information states that these centers will be placed in impoverished areas and that CDD should consider transportation problems and make sure there is physical access. Also, CDD must include adequate funding so that this can be successful. Be sure to include ample funding to achieve the goals that need to be set.
11. [Written comment] Please make sure to include the YAP programs in the FDCs or at least the portal Youth and Family Centers, as they serve a need not well met in the City.

Below are some questions asked and, if the CDD was able to answer, the reply was given. Some questions are still under consideration.

12. A question was raised about the Westside and that it looks like there will not be funding or a center located there.

As indicated in the presentation to the CAB in regards to the Westside, the CDD attempted to focus and provide services to the areas of greatest need in Los Angeles. When one looks at the map, the Westside does not have the poverty to the extent that other areas of the City do. That's not to say that there isn't poverty in those areas of the city or need, but again with the limited revenue that CDD has, we are targeting the highest poverty areas.

13. If there are 15 centers to be established, do people have to go to those centers to participate in the service delivery?

Yes, for the most part; but that does not mean that if there was a partner facility (e.g., a gymnasium) nearby that a FDC could not use that facility so long as a strategy to get the clients to and from facilities was implemented.

14. How will single adult individuals [without children under age 16] receive services?

The CDD expects that single adult individuals will be part of the 50,000 individuals that we plan to serve less intensively each year with information and referral and short term services.

15. With regards to the 7,000 square foot facility, what about those of us who don't have that type of facility? Will this be a renewal or a one-time thing? If the funding only lasts 11-months and an agency attempts to get a large enough building, that's a big issue if funding is for a short time.

Regarding the facility, there would be some time allowed for improvements to be made and for the program to begin. Regarding a potential contract, this will be a multi-year contract, and the CDD will have a contractor certification process so that we could continue to certify and fund a contractor on an annual basis, based on performance and availability of funding.

16. Will the lead agency be required to be CBDO (Community Based Development Organization) certified?

Approximately 75% of the dollars that may be available require that the organization be CBDO certified; so it's highly encouraged for those applying to be CBDO certified.

17. In regards to the Westside and the impoverished people there, would that prevent us from going after a contract if we are located in the Westside?

We are not proposing to have a center on the Westside, so if you are partnering with a center that is targeting one of the areas proposed, then that would be fine.

18. Are agencies that are funded expected to provide all the services required or just depending on the needs of the person before you, or can they also provide additional services?

Services are expected to be available based on the needs of the community and it is expected for the agency and/or their partners to provide all those services. In regards to the question of targeting specific populations like the Asian community, the proposal that you draft will obviously address the immediate community that you are proposing to serve.

19. What is the funding level for the Family Development Centers?

We propose to fund each Family Development Center at the one million dollar level.

20. Will only the families living in the service areas be able to be provided services or can anybody in the City of Los Angeles receive these services?

Potential clients do not need to reside in particular service areas. Clients may need to meet low-income eligibility criteria, and must be residents of the City, but they can live anywhere in the City.

21. What are / is the difference(s) between the FDC's and portals?

The Family Development Centers are to be funded at a million dollars and provide more intensive services in addition to linking clients with citywide initiatives such as the EITC outreach and Bank on LA programs. The portals are the Youth and Family Centers staffed and maintained by the City. The portals will not, for the most part, do intensive case management.

22. What are the requirements for case management? Will it be a blend of minimal medical and counseling and intervention and is this something that we are moving toward?

CDD recognizes that a family development center will need both, or different levels, of case management, especially with youth and adults and depending on the outcomes desired.

23. What is the time line for case management, will it be an open model as opposed to the Youth Advocacy Program?

This specific question is still under consideration.

24. With the proposed planned outcomes, what is or is there a plan for people with a negative banking history? For example, they can't open a bank account because they were over drafted on a different account.

This specific question will be taken into consideration when implementing the Bank on LA program.

25. What will happen to the Youth Advocacy Program?

This specific question is still under consideration.

26. Are the Family Development Centers citywide?

There are different areas that the FDC's are proposed to be located in, however, they can serve residents from any part of the city, not just the area where it is located.

27. Will the 15 FDC's be in the 15 different Council areas, or will there be more in the highest improvised areas?

CDD has provided a map of the proposed 15 service areas based on the highest-need areas, not Council Districts. The number of proposed Centers is

also based on the amount of funding projected to be available for the new system.

28. Will ISIS be used in this model?

This specific question is still under consideration.

29. Is the minimum of a building providing services to be 7,000 square feet and is there a minimum of partners that CDD might be recommending?

This specific question is still under consideration.

30. Going back to the old FDN model and where we had a safety-net service and systems management, are you looking at one over the other in program design or is it blended in?

There is an intent to have multiple approaches to delivering services but specifics on how that will be designed is still under consideration.

31. How do we partner with one of the 15 centers?

CDD is looking into hosting a meet and greet opportunity, if possible, but agencies are encouraged to network with each other.

32. Will the 15 centers be in different CIPAs?

The proposed service areas are not based on CIPAs.

33. If we partner with one of the 15 centers, do we have to specialize in one or more services (i.e., gang prevention, parenting, etc.)?

This specific question is still under consideration.

34. What criteria will be used to assess the current FDNs and NAPs toward qualification for 2009-2010 RFP?

This specific question is still under consideration.